

## CLAIMS

- [c1] A method in a computer system for tracking repair of a plurality of different types of components, the method comprising:
- receiving a plurality of repair orders, each repair order indicating that a component is to be repaired;
  - assigning a repair plan to each repair order, a repair plan having one or more repair steps, each repair step indicating a service to be performed to repair the component indicated in the received repair order; and
  - processing the received repair orders by, for steps of the assigned repair plan,
    - receiving a selection of the repair order by a repair technician;
    - receiving a selection of a repair step of the repair plan for the selected repair order;
    - providing to the repair technician description of the service to be performed on the component at the selected repair step; and
    - receiving an indication that the selected repair step has been completed.
- [c2] The method of claim 1 wherein a standard plan for repairing components of the type of the repair order is assigned to the repair order.
- [c3] The method of claim 1 wherein a repair plan that is customized for the received repair order is assigned to the received repair order.
- [c4] The method of claim 1 wherein a plan has an associated inspection form for collecting information relating to an inspection of the component.

[c5] The method of claim 1 including coordinating approval of the assigned repair plan.

[c6] The method of claim 1 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c7] The method of claim 1 wherein the provided description is a method sheet.

[c8] The method of claim 1 wherein a repair step includes multiple repair sub-steps.

[c9] The method of claim 1 including storing information indicating progress of the processing of each repair step of a repair order.

[c10] The method of claim 9 wherein each repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c11] The method of claim 9 including using the stored information when designing components.

[c12] The method of claim 1 wherein the service of the repair steps may be performed at different repair stations.

[c13] A computer system for tracking repair of a plurality of different types of components, comprising:

a receive repair order module that receives repair orders indicating components to be repaired;

an assign repair plan module that assigns a repair plan to each repair order, a repair plan having one or more repair steps indicating

services to be performed to repair the components indicated in the received repair orders; and

a process repair order module that processes the received repair orders by receiving a selection of the repair order by a repair technician, receiving a selection of a repair step of the repair plan for the selected repair order, and receiving an indication that the selected repair step has been completed.

[c14] The computer system of claim 13 wherein the assign repair plan module assigns to a repair order a standard plan for repairing components of the type of the repair order.

[c15] The computer system of claim 13 wherein the assign repair plan module assigns to a repair order a repair plan that is customized for the received repair order.

[c16] The computer system of claim 13 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of a component.

[c17] The computer system of claim 13 including an approve repair order module that coordinates approval of the assigned repair plan.

[c18] The computer system of claim 13 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c19] The computer system of claim 13 wherein a repair step has an associated method sheet.

[c20] The computer system of claim 13 wherein a repair step includes multiple repair sub-steps.

[c21] The computer system of claim 13 including a database for storing information indicating progress of the processing of each repair step of a repair order.

[c22] The computer system of claim 21 wherein each repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c23] The computer system of claim 21 including using the stored information when designing components.

[c24] The computer system of claim 13 wherein the service of the repair steps may be performed at different repair stations.

[c25] A method in a computer system for assigning repair plans to repair orders, the method comprising:

receiving a plurality of repair orders, each repair order having a component that is to be repaired;

selecting repair plans to be assigned to the repair orders, a repair plan having one or more repair steps, each repair step indicating processing to be performed to repair the component of the repair order;

customizing the selected repair plan for the repair order; and

receiving approval of the customized repair plan for the repair order.

[c26] The method of claim 25 including processing the received repair orders by receiving a selection of the repair order by a repair technician; receiving a selection of a repair step of the repair plan for the selected repair order;

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providing to the repair technician a description of the processing to be performed to repair the component at the selected repair step; and receiving an indication that the processing of the selected repair step has been completed.

[c27] The method of claim 25 wherein a standard repair plan for repairing components of the type of the repair order is selected.

[c28] The method of claim 25 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of the component.

[c29] The method of claim 25 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c30] The method of claim 25 wherein a repair step includes multiple repair sub-steps.

[c31] The method of claim 25 wherein each repair order is associated with a customer and providing customers with access to information relating to their repair orders.

[c32] The method of claim 25 wherein the processing of repair steps may be performed at different workstations.

[c33] A computer-readable medium for controlling a computer system to track repair of components, by a method comprising:  
receiving a repair order indicating that a component is to be repaired;  
assigning a repair plan to the received repair order, the repair plan having one or more repair steps, each repair step indicating processing to

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be performed to repair the component indicated in the received repair order; and  
processing the received repair order by,  
receiving a selection of the repair order;  
receiving a selection of a repair step of the repair plan for the selected repair order; and  
receiving an indication that the selected repair step has been completed.

[c34] The computer-readable medium of claim 33 wherein a standard repair plan for repairing components is assigned to the repair order.

[c35] The computer-readable medium of claim 33 wherein a repair plan that is customized for the received repair order is assigned to the received repair order.

[c36] The computer-readable medium of claim 33 wherein a repair plan has an associated inspection form for collecting information relating to an inspection of the component.

[c37] The computer-readable medium of claim 33 including coordinating approval of the assigned repair plan.

[c38] The computer-readable medium of claim 33 wherein a component comprises one or more sub-components, each sub-component having its own repair plan.

[c39] The computer-readable medium of claim 33 including storing information indicating progress of the processing of each repair step of a repair order.

[c40] The computer-readable medium of claim 39 wherein a repair order is associated with a customer and providing customers with access to the stored information for their repair orders.

[c41] The computer-readable medium of claim 39 including using the stored information when designing components.

[c42] A computer-readable medium containing a data structure comprising:  
a repair order table having entries for repair orders;  
a repair plan table having entries for repair plans;  
a mapping from repair orders to repair plans;  
a repair step table having entries for repair steps; and  
a mapping from repair plans to repair steps.

[c43] The computer-readable medium of claim 42 wherein an entry for a repair step specifies processing associated with that repair step.

[c44] The computer-readable medium of claim 42 wherein an entry for a repair order identifies a component to be repaired.

[c45] A computer system for tracking repair of components, comprising:  
means for receiving a repair order;  
means for assigning a repair plan to a repair order; and  
means for processing the received repair order by  
receiving a selection of a repair step;  
providing a description of processing to be performed at the  
selected repair step; and  
receiving an indication that the processing at the selected repair  
step is complete.